

Voluntary Cleanup Program Billing System

Effective July 1, 2006

Department of Ecology–TOXICS CLEANUP

NEW AUTOMATED BILLING AND REVENUE TRACKING SYSTEM

Special points of interest:

- Automated billing system is deployed.
- Costs are recovered after services are provided.
- Regular, periodic billings can be expected.
- Client signing an agreement for services will be responsible for payment.
- Delinquent accounts will be sent to a collections agency.

Topics:

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Introduction

Under Washington's cleanup law, the Department of Ecology may provide informal advice and assistance to persons who are interested in cleaning up contaminated property. As part of providing this advice and assistance, the Department may provide a written opinion on whether a proposed or completed cleanup action would or does meet the requirements of the law.

Recovery of Costs

The Department intends to recover costs that can be reasonably supported as an expenditure for providing technical assistance and for reviewing a proposed or completed cleanup on a project-specific basis. That is, each request for the Department's assistance will be assigned an account number for the Department to use in reporting and tracking costs.

Assistance and Review Costs

Direct Costs of Staff

Direct costs include the Department's costs for those staff commonly referred to as "site managers," who provide informal advice and assistance to clients. Direct costs for Department staff include salary and benefits, such as retirement and health care. Direct costs for staff time are charged as an hourly rate

which include agency and program support costs.

Two Indirect Rates—Overhead.

Indirect costs are those which support the Voluntary Cleanup Program but are not directly related to specific projects. Examples of typical indirect costs are:

◆ *Agency Support Rate*

Included in this rate are the Department's accounting, budgeting, human resources, policy, information services, facilities, telecommunication, and motor pool. The Department's indirect rate is approved by the US Department of Interior.

◆ *Program Support Rate*

Included in this rate are the Toxics Cleanup Program's management, supervision, administration, equipment, and supplies. The Program's indirect rate is calculated every two years. Like the agency rate, the program's support rate is applied as an overhead rate on the direct costs charged by site managers to a client's account.

Hourly Rate

The Department uses an hourly rate to charge clients for services provided

under the Voluntary Cleanup Program. The agency and program indirect costs are applied as overhead rates and included in the hourly rate charged by a site manager to a client's account.

Other Direct Costs

The Department has other direct costs that are a part of providing services. Examples of other direct costs include expenditures for travel, and for goods and services such as contracted lab analysis or legal counsel.



We need to be mindful of the fact that the Voluntary Cleanup Program is "voluntary"

The New Look of Invoices

Calculating Costs

For staff who provide a client with the requested consultative services, a site log will be completed and time will be recorded in the billing system. For each hour that can be billed, an hourly rate will be applied. In addition to the hourly charges of staff time, the Department will include other direct costs, if there have been any, and a description for those charges. Other direct costs will be listed as a separate item on the invoice.

Billing Process

The Department intends to bill clients once a month. A monthly invoice will be mailed by the tenth day of the month following the end of a billing period. The billing period shall be from the first to the last day each month.

Payment Due Date

Each invoice will indicate a due date for payment. The due date is 30 days from the invoice date. Payments not received by the due date are considered delinquent by the department.

Nnamdi Madakor named as Voluntary Cleanup Program Coordinator

Toxics Cleanup Program Manager Jim Pendowski has chosen Nnamdi Madakor as the statewide coordinator for the Voluntary Cleanup Program. If you have questions about the program, Nnamdi can be reached at (306) 407-7244 or nnam461@ecy.wa.gov.

“Opinion

Letters will be released after payment has been received, for accounts that are timely paid.”

New Business Practices

Delinquent Notice

The Department will send a delinquent notice on accounts where payment has not been received by the due date. The due date is 30 days after the invoice date.

The delinquent notice will be sent by certified mail and three attempts will be made at delivery to the client. The Department will not release an Opinion letter if payment is not received.

No Work if Account Not Paid

Under the agreement between the Department and the client, the Department will stop providing service if an account is 60 days overdue and a delinquent notice was sent to the client by certified mail.

Withhold Opinion Letter

The Department will not release or issue an Opinion letter if an account balance has been billed and the client's payment has not been received.

Collect Debts

For accounts that are unpaid after 60 days, the Department may send the account balance to a collections agency. There will be an added charge from the collections agency to the account balance owed by the client to the Department.

Terminate Agreement

When an account balance is not paid within 90 days of an invoice date, the Department will terminate the agreement with the client.

Contacts

Billing Process

Contact the Accounts Financial Manager, Trish Akana—
(360) 407-7230
taka461@ecy.wa.gov

Specific Charges on the Account

Contact the site manager whose name and phone number is indicated on the billing statement.

Receipt of Payment

Contact the Cashiering Manager, Carla Clarey—
(360) 407-7081
ccla461@ecy.wa.gov